

SWOSU Sayre Launches Hospitality 101 Workshops

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The Hotel, Restaurant & Gaming Management Program (HRGM) at SWOSU-Sayre is introducing a new series of employee training workshops for hospitality employees.

The Hospitality 101 seminars and workshops are free to local business owners and their employees and the first one on “Basic Food Safety” will be offered at two different times on Monday, September 30, at Mackey Hall Room 130 on the Sayre campus.

“There are over 75 restaurants, hotels and food service operations (prison, school and hospital food service) in just the Sayre, Elk City, Erick and Cheyenne area. Anyone who deals with food service is encouraged to attend,” said HRGM Director Bill D’Alessandro.

The first group of Hospitality 101 programs deals with three key areas of employee training:

- **Basic Food Safety** – a workshop dealing with basic safe food handling that covers topics like hand-washing, time-temp abuse, cross-contamination and simple food safety issues.
- **Creating Exceptional Guest Service** – a workshop that explores what makes up exceptional guest service, how to develop a service attitude and what are moments of truth. The workshop will address handling guest complaints.
- **It takes a Village!** – A workshop on fostering teamwork between departments and co-workers to achieve the goals of the business and satisfy the guests.

The sessions begin at 3 and 6 p.m. and will be approximately 90 minutes in length, and each attendee will be provided with free handouts and class materials. Refreshments will be available.

For more information, contact D’Alessandro at bill.dalessandro@swosu.edu or call 580.28.5533 extension 156.